**SYLLABUS for the course Business Consultancy**

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| **Basic data for the course** | | | |
| **Academic unit:** | Faculty of Economics | | |
| **Title of the course:** | **Business Consultancy** | | |
| **Level:** | Master | | |
| **Status of the course:** | Selective | | |
| **Year of studies:** | II | | |
| **Number of hours per Week:** | 2 (lectures and student mentoring meetings with individual project teams) | | |
| **ECTS credits:** | 6 | | |
| **Time/location:** | Faculty of Economics, University of Prishtina “Hasan Prishtina” | | |
| **Tutor:** | Dr. Besnik A. Krasniqi, (and other professors depending on the number of student teams) | | |
| **Tutor’s contact details:** | [besnik.krasniqi@uni-pr.edu](mailto:besnik.krasniqi@uni-pr.edu) | | |
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| **Content of the course** | In this course, student teams work on live consulting projects delving into sustainability and business performance challenges, while developing their project and client management skills. Business Consultancy course offers students with the opportunity to lead, plan, and execute a real-world consulting engagement. Consulting projects are carried out by teams of students working under the supervision of advisors with extensive consulting and project management experience. Projects include an immersive, full-time fieldwork component, typically in one company or organization on an approved topic by course leader. As students strengthen their consulting and project management skills, they also learn to successfully navigate new organizational environments and cultures. The course offers major firms the opportunity to tap the energy, ideas, and expertise of students who bring experience and skills in sectors ranging from business, strategy, marketing to ethics and social responsibility. The teams examine an issue, problem, or decision that is central to the sponsoring company's corporate responsibility and sustainability strategy. Student Teams are supervised and evaluated by group of professors from department of management.  The course has been prepared in cooperation with Tuck Business School at Dartmouth, a leading US MBA program, set up a consulting business pilot project with University of Prishtina in Kosovo in 2016. This student led consulting projects is supported by mentors. | | |
| **Course’s objectives:** | The main aim of the course is to equip students with the skills necessary to be a successful consultant and manager, this course will aide in development of problem-identification and solving abilities, communication and influencing skills, and introduce a project-based management mindset. These components lead to success in the consulting marketplace by balancing formal processes, methodologies, and models with the spontaneous creativity of a high performance team, which manifest in the form of true innovation for clients and firm alike. Course participants will learn the nuances of the consulting business from uncovering issues, to framing problems, analysing issues, presenting recommendations, and planning. Objectives are:   * Demonstrate understanding of management consulting concepts * Exhibit an ability to plan and execute a long-term, group assignment, including * Development of a proposal, analyses, spreadsheet modelling, quantitative and qualitative report, and group presentation * Highlight personal analytical, deduction, presentation and writing skills through a consulting project | | |
| **The expected outcomes:** | At the completion of the course the student will be able to:   * Understand and articulate the real problem facing the client organizations * Apply management knowledge in new and unpredictable circumstances * Create a project plan and meet team and individual deadlines set with clients * Design and apply market research instruments to gather primary data relevant to the clients’ strategies. In all three client organizations, students engaged in conducting interviews and survey with clients. * Analyse primary and secondary data collected, using statistical analysis methods as well as qualities for online survey. * Evaluate existing and potential management solutions to offer possible solution to a problem for client * Prepare and deliver professional written and verbal presentations explaining the project to clients. | | |
| **The students’ workload *(hours per semester, ECTS)*** | | | |
| **Activity** | **Week** | **Hours** | **Total** |
| Lectures | 2 | 15 | 30 |
| Seminars (theoretical and practical) | 0 | 0 | 0 |
| Case studies | 0 | 0 | 0 |
| Direct contact with tutor | 2 | 15 | 30 |
| Field research | 2 | 15 | 30 |
| Colloquiums(tests) | 0 | 0 | 0 |
| Homework | 0 | 0 | 0 |
| Individual study (at library or at home) | 2 | 15 | 30 |
| Final preparation for the exam |  |  | 0 |
| Evaluation | 0 | 0 | 0 |
| Projects, presentation etc. | 2 | 15 | 30 |
| **Total** |  |  | **200** |
| Teaching methods: | This module will be based on the 6 hours of the interactive lectures to intorudce studnets with basci conuslting principles of consulting projetc amangemtn . The remaiing 2 hours will be ued for direct mentorig session with assigned professors from department of mangement .  Students will be responsible for understanding the need, engaging the client representative, scoping the requirements, conducting analyses, providing client status updates, preparing their recommendations and developing an implementation plan for client. Several hand-ins are required, signed by the client sponsor, as identified below in addition to a group listing and research approach; (1) A Client Proposal, including project scope and approach (2) A Project Work Plan (3) An example of a Weekly Status Report (4) Final presentation report (5) Students need to sing agreement form with client organizations to ensure confidentiality issue. | | |
| **Assessment methods:** | **Evaluation methods and passing criteria:**  100% based on the project.  **Concretization means / IT:** Computer and projector, computer lab. Considerable time will be devoted to the analysis of numerical data on SPSS.  **Ratio between the theoritical and practical part of teaching:** 15% of the course is based on teaching theory, whereas 85% is organized in a practical way through experiential learning in specifed orgnisation and thrgouh preparign nsultany proejct . | | |
| **Literature** | | | |
| **Basic literature:** | 1. Guide to Consulting Project Management, 2013, Tuck School of Business at Dartmouth 2. Fiona Czerniawska and Gilbert Toppin (2005), Business Consulting: A Guide to How it Works and How to Make it Work | | |
| **Additional literature:** | 1. Management Consulting: Delivering an Effective Project, 4/E, Louise Wickham & Jeremy Wilcock, Pearson Canada, 2012 2. Advice Business, The: Essential Tools and Models for Management Consulting, Prentice Hall, 2004. 3. The Experiential Student Team Consulting Process: A Problem-Based Model for Consulting and Service-Learning, 3rd Edition, Wiley Canada, Dr. Ronald G. Cook | Paul Belliveau | Diane K. Campbell, | | |

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| **The detailed plan of work:** | |
| **Week** | **Topic** |
| ***Week 1*** | Introduction –  Guide to Business Consulting 1 |
| ***Week 2*** | Guide to Business Consulting 2 |
| ***Week 3*** | Selecting student teams and approving project scopes |
| ***Week 4*** | **Stage 1:** Problem Statement I: Worksheet Issue, Diagnostic (Team discussion with assigned mentor) |
| ***Week 5*** | **Stage 1:** Problem Statement II: Worksheet Issue, Diagnostic (Team discussion with assigned mentor) |
| ***Week 6*** | **Stage 2:** Managing the Process : Work plan, Storyboard (Team discussion with assigned mentor) |
| ***Week 7*** | **Stage 3:** Generating Insights I: Collecting, analysing and synthesizing information (Team discussion with assigned mentor) |
| ***Week 8*** | **Stage 3:** Generating Insights II: Collecting, analysing and synthesizing information (Team discussion with assigned mentor) |
| ***Week 9*** | **Stage 3:** Generating Insights III: Collecting, analysing and synthesizing information (Team discussion with assigned mentor) |
| ***Week 10*** | **Stage 4:**Transforming data into quantitative and qualitative conclusions (Team discussion with assigned mentor) |
| ***Week 11*** | **Stage 4:**Transforming data into quantitative and qualitative conclusions (Team discussion with assigned mentor) |
| ***Week 12*** | **Stage 4:** Presenting Results 1: Developing and communicating actionable recommendations (Team discussion with assigned mentor) |
| ***Week 13*** | **Stage 4:**Presenting Results 1: Developing and communicating actionable recommendations (Team discussion with assigned mentor) |
| ***Week 14*** | Mooch Presentation |
| ***Week 15*** | **Stage 5:** Presentation for client organisations |

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| **Academic policies and code of conduct:** |
| Any student who participates in cheating in ANY WAY including, but not limited to: (1) Using lecture/study notes or summaries in any form during examinations, (2) Copying examination answers, (3) Failing to cover answers on an examination, (4) Giving and/or receiving examination questions and/or answers, (5) Removing an examination from the classroom, and/or (6) Giving or receiving assistance on an assignment that goes beyond that allowed by your instructor, WILL RECEIVE A FAILING GRADE IN THIS COURSE. ALL ASSIGNMENTS AND EXAMINATIONS FOR THIS CLASS ARE TO BE DONE INDEPENDENTLY UNLESS STATED OTHERWISE BY YOUR INSTRUCTOR. |